

What is claimed as new and desired to be protected by Letters Patent of the United States is:

1. A method for handling call requests, comprising:
- receiving a request to complete a call originating from a wireless communications device to a central office;
- determining proper protocol for processing said request; and
- instructing a private branch exchange provided between said wireless communication device and said central office to execute said proper protocol via computer telephony integration, thereby enabling completion of said call.
2. The method as in claim 1, wherein said act of determining comprises determining whether an appropriate signaling protocol is available for enabling completion of said call.
3. The method as in claim 2, wherein said act of determining whether an appropriate signaling protocol is available comprises determining whether a Q signal sequence is available for enabling said private branch exchange to communicate with at least one of a public switched telephone network and an audio switch associated with said wireless communications device.

4. The method as in claim 1, wherein said act of instructing further comprises instructing said private branch exchange to communicate with a public switched telephone network.

5. The method as in claim 4 further comprising instructing said private branch exchange to communicate with said wireless communications device.

6. The method as in claim 5, wherein said act of instructing comprises instructing said private branch exchange to communicate with said wireless communications device via an audio switch.

7. The method as in claim 6, wherein said act of instructing comprises instructing said private branch exchange to communicate with said wireless communications device via a two-way radio console and said audio switch.

8. The method as in claim 5 further comprising instructing said private branch exchange to communicate status of said call to said wireless communications device.

9. The method as in claim 8, wherein said act of instructing comprises instructing said private branch exchange to communicate a busy signal to said wireless communications device when an intended receiving device of said call is not available to accept said call.

10. The method as in claim 8, wherein said act of instructing comprises instructing said private branch exchange to communicate a verbal message to said wireless communications device.

11. The method as in claim 4, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to communicate with said public switched telephone network by executing a predetermined set of instructions.

12. The method as in claim 11, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to execute a predetermined signaling protocol.

13. The method as in claim 12, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to execute a Q signal sequence.

14. The method as in claim 11, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to execute a call vector.

15. A method for handling call requests, comprising:

receiving a request to complete a call from a central office to a wireless communications device;

determining proper protocol for processing said request; and

instructing a private branch exchange provided between said wireless communication device and said central office to execute said proper protocol via computer telephony integration, thereby enabling completion of said call.

5 16. The method as in claim 15, wherein said act of determining comprises determining whether an appropriate signaling protocol is available for enabling said private branch exchange to communicate with at least one of a public switched telephone network and an audio switch associated with said wireless communications device.

10 17. The method as in claim 16, wherein said act of determining whether an appropriate signaling protocol is available comprises determining whether a Q signal sequence is available for enabling completion of said call.

15 18. The method as in claim 15, wherein said act of instructing further comprises instructing said private branch exchange to communicate with a public switched telephone network.

19. The method as in claim 18 further comprising instructing said private branch exchange to communicate with said wireless communications device.

20 The method as in claim 19, wherein said act of instructing comprises instructing said private branch exchange to communicate with said wireless communications device via an audio switch.

21. The method as in claim 20, wherein said act of instructing comprises  
5 instructing said private branch exchange to communicate with said wireless communications device via a two-way radio console and said audio switch.

22. The method as in claim 19 further comprising instructing said private branch exchange to communicate status of said call to said central office.

23. The method as in claim 22, wherein said act of instructing comprises  
10 instructing said private branch exchange to communicate a busy signal to said central office when said wireless communications device is not available to receive said call.

24. The method as in claim 22, wherein said act of instructing comprises instructing said private branch exchange to communicate a verbal message to said central office.

15 25. The method as in claim 18, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to communicate with said public switched telephone network by executing a predetermined set of instructions.

26. The method as in claim 25, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to execute a predetermined signaling protocol.

27. The method as in claim 26, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to execute a Q signal sequence.

28. The method as in claim 25, wherein said act of instructing said private branch exchange comprises instructing said private branch exchange to execute a call vector.

29. A system for handling call requests, comprising:

a private branch exchange for enabling communication between a wireless communication network and a public switched telephone network; and

a controller having computer telephony integration technology coupled to said wireless communication network and said private branch exchange for instructing said private branch exchange with regard to said communications between said wireless communication network and said public switched telephone network.

30. The system as in claim 29 further comprising said wireless communication network.

31. The system as in claim 30, wherein said wireless communication network comprises an audio switch coupled to said private branch exchange and also coupled to said controller for enabling communication between said wireless communication network and said public switched telephone network.

5 32. The system as in claim 31, wherein said wireless communication network comprises a two-way radio console coupled to said audio switch and also coupled to said controller for enabling communication between said wireless communication system and said public switched telephone network.

10 33. The system as in claim 32, wherein said wireless communication network comprises a plurality of wireless communication devices, each of said devices being capable of communicating with said two-way radio console via a wireless link.

34. The system as in claim 33, wherein said plurality of wireless communication devices comprise a plurality of wireless transceivers.

35. The system as in claim 29, wherein said controller is an adjunct controller.

15 36. The system as in claim 29, wherein said private branch exchange is a DEFINITY® private branch exchange.

37. The system as in claim 29, wherein said controller is configured to:

receive a request to complete a call in a direction from a wireless communication device to a central office, or vice versa;

determine proper protocol for processing said request; and

instruct said private branch exchange to execute said proper protocol via said computer telephony integration technology, thereby enabling completion of said call.

38. The system as in claim 29, wherein said controller is configured to determine whether an appropriate signaling protocol is available for enabling said private branch exchange to communicate with at least one of a public switched telephone network and an audio switch associated with said wireless communications device.

39. The system as in claim 29, wherein said controller is configured to determine whether a Q signal sequence is available for enabling completion of said call.

40. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to communicate with a wireless communication device of said wireless communication network.

41. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to communicate status of said call to either said central office or a wireless communication device of said wireless communication network.

42. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to communicate a busy signal to either said central office or a wireless communication device of said wireless communication network in response to said call request when an intended receiving device of said call is not available to receive said call.

43. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to communicate a verbal status message to either said central office or a wireless communication device of said wireless communication network in response to said call request.

44. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to communicate with said public switched telephone network by executing a predetermined set of instructions.

45. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to communicate with said public switched telephone network by executing a signaling protocol.

46. The system as in claim 29, wherein said controller is configured to instruct said private branch exchange to execute a Q signal sequence for communicating with said public switched telephone network.

5

1080030 v1; N5C%01!.DOC